



The Future of Work

Support to help you understand the opportunities to do the best for, and get the best from, your workforce, as the country emerges from lockdown.

The Future of Work

In March 2020 most organisations moved, practically overnight, from an expectation that their staff, who until then had worked from a single office-based location, would be entirely remote and home working.

Despite some significant initial concerns, our workforce, and our technology, coped with this fundamental change. In fact, in many cases did more than cope – many staff thrived in this new virtual world, as it provided a flexibility and trust that they had not previously had. And those frontline staff continued to deliver, with a much higher public profile.

But the way we carried on delivering vital services could not be sustained, as it was accompanied by high pressure, long hours and, for many office staff, end-to-end days of video calls. This was because the overnight change to home working wasn't expected and therefore wasn't planned. Considerations of how people would work, how they would be managed and how they would communicate and interact had to be created as they went along.

A year later, as we emerge from the grips of the pandemic, unlocking will be more complex and take deeper consideration than the lockdown. However, this does provide an almost unique opportunity to re-think the future of work and take the best from what home working taught us. Many organisations are already talking about a 'hybrid' model of working – part office, part remote. But what do we mean by this? It has to be about more than 'work at home Friday'.

We have a small window of opportunity to transform the future of work. To move past decades of convention about 9-to-5, office-centric work. We can retain the best parts of office culture - like the informal and ad-hoc way that relationships get built and decisions get made - while freeing ourselves from bad habits and inefficient processes that home working showed us could be done differently, from ineffective and over-attended meetings to unnecessary bureaucracy.

We need to understand the different ways of working for this hybrid model, which means a new set of skills for workers and importantly for managers and a different mindset for all. It also means a different way of the organisation operating – a breaking down of silos and the move to a more networked and distributed way of doing work, an important lesson in agility which was learnt during the pandemic.

By doing this, not only can we create a more productive and effective workforce, but importantly we can also create a healthier and more inclusive workplace that can open up more and different opportunities.

There will be significant benefits to be had by gaining this understanding, but it needs to happen quickly and will take effort.

How C.Co can help

A rapid diagnostic to help deliver change

We are able to help you understand your current workplace culture, your drivers and aspirations and conduct an evaluation of the last year and a gap analysis of the skills that will be needed to develop a future-work model. We will help you learn from and draw lessons of what went well, to understand what will need to change to drive a future hybrid workplace. This will include an assessment of your processes, systems and culture and what can be done to maximise opportunities and benefits, including different ways of managing performance and development.

By doing this you will be able to implement practical changes that a future way of working will need. This will include redesigning processes, re-thinking the workplace, upskilling and training staff to work differently and developing the behaviours and the underlying culture that will be needed to work in a trusted, empowered and self-managing organisation.

A diagnostic assessment can be delivered at pace from £19,500, plus VAT and expenses. Talk to us to find out how we can deliver a bespoke package, tailor-made to your needs.

About C.Co

Coming from the public sector, we understand what it's like to deliver change from within an organisation and we understand how important it is to get real value and insight from external support. C.Co is a team of experienced practitioners from across the public sector, with extensive track records of delivery.

What's more, as budgets are squeezed, we understand that price matters. We offer a package of services for public sector reform, improvement, and efficiency that are tailor-made for you; the possibilities are endless.

We are registered on frameworks with ESPO and Crown Commercial Service, so it is quick and simple to engage us.

We love what we do and we hope you will too.

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